



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

July 16, 2009

Robert Brown, Chief Nursing Officer
Memorial Hospital of Gardena
1145 W. Redondo Beach Blvd
Gardena, CA 90247

Dear Mr. Brown:

RE: **FINAL Monitoring REPORT** for Memorial Hospital of Gardena (MHG) – ET07-0394

Date of the Visit:	7/15/09
Beginning/Ending Time:	9:00 a.m. – 11:30 a.m.
Date of Last Visit:	11/21/08
Visit Location:	Gardena
Persons in attendance:	Robert A. Brown, Chief Nursing Officer, MHG Jennifer L. Klein, National Training Systems, Inc. Marissa Tolentino, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	6/30/07 – 6/29/09	Agreement Amount:	\$295,650
Training Start Date:	7/11/07	No. to Retain:	225
Date Training must be Completed:	3/31/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	73

FINAL REPORT SUMMARY:

The Agreement was executed on July 24, 2007 and training began on July 11, 2007. Your staff reported that all training was completed on March 13, 2009, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – June 29, 2009.

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

ETP approved the following revisions to your Agreement:

1. Modification No. 1 was approved on December 6, 2007, to include topics on your ETP Curriculum.
2. Modification No. 2 was approved on February 25, 2008, to change the range of class/lab training hours from 30-60 to 24-80 and include the occupation, Licensed Vocational Nurse to the list of occupation titles you can train on your Agreement.
3. Modification No. 3 was approved on July 6, 2009, to increase the maximum number of training hour from 80 to 200 and increase the number of clinical preceptor training hours from 24 to 200.

Ms. Klein provided Ms. Tolentino with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 27 (12% of planned retentions) trainees. The Agreement is based on a variable reimbursement training plan. MHG is reimbursed for the exact number of training hours provided to each trainee completing between 24 to 200 hours of Class/Lab training. The ETP Class/Lab Tracking Report shows that you have delivered 3,791 training hours in Advanced Technology, Business Skills and Computer Skills for 27 trainees who meet the minimum hours. Assuming all other Agreement requirements are met, MHG would earn approximately \$98,534 (33%) of the total ETP Agreement amount of \$295,650.

Since you have been paid \$5,584.50 to date, you will receive an additional \$92,949.50 if the anticipated number to retain is verified during the final fiscal closeout.

You indicated that ETP recordkeeping is not a problem since you had NTS assisting with you with the administration of this Agreement. However, you did not earn 100% of the Agreement Amount due to the following:

1. At the beginning of this Agreement, ETP training was sporadic because the hospital was preparing for a Joint Commission Survey for accreditation.
2. Issues with the training vendors also delayed training.
3. There were off-site ETP training that was not documented
4. Several trainees did not meet the minimum number of training hours required.
5. There are trainees whose employment status changed from full-time to part-time making them ineligible as ETP trainees.
6. There are trainees who voluntarily left MHG.

You informed Ms. Tolentino that in spite of the low completion rate, the quality of services/care from MHG employees improved. Prior to ETP, MHG did not have any educational programs for its employees. This Agreement served as a catalyst toward a commitment to training from the hospital. You are confident that MHG will continue to provide training to its workforce.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	79
Enrolled:	79
Dropped Following Enrollment:	52
Completed Training:	27
Complete Retention	27

According to Ms. Klein, the number of trainees completing retention is not yet reflected in the ETP Contract Status Report. She informed Ms. Tolentino that the final invoice will be submitted on or before July 22, 2009.

ATTENDANCE ROSTERS:

To verify delivery of training, Ms. Tolentino reviewed Class/Lab Rosters for 20 Job 1 trainees. The attendance rosters reviewed contained the information required by ETP regulations; and indicated that you are in compliance with the ratio of one trainer to 20 retrainees for Class/lab training and 1 trainer and 10 trainees for Advanced Technology specified in the Agreement Training Plan; verified that the Agreement curriculum was provided as specified.

You were informed that the above findings are based only on the training records reviewed during this visit and it is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes. [Reference: Title 22 California Code of Regulations, Section 4442(b)]

FINAL INVOICE:

Ms. Tolentino advised you that the Final Invoice must be submitted within 30 days from the expiration date of the Agreement and if more time was required, you should request for an extension by writing to Kulbir Mayall, Fiscal Manager in the ETP Sacramento office.

AUDIT:

MHG will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Ms. Tolentino at (818) 755-1311 or by email at MTolentino@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,

Signature on file

Wally Aguilar, Program Manager
North Hollywood Regional Office

Signature on file

Marissa Tolentino, Contract Analyst
North Hollywood Regional Office

cc: Jennifer L. Klein, NTS (via e-mail)
David Guzman, Chief, Audits & Program Operations Division (via e-mail)
Kulbir Mayall, Manager, Fiscal and Certification (via e-mail)
Master File
Project File

Date report mailed to Contractor: 7/16/09